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CENTRAL FAX CENTER**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

JUL 16 2004

Applicant(s): John T. McDonald, et al.**Examiner:** Todd D. Ingberg**Serial No.:** 09/814,043**Art Unit:** 2124**Filed:** March 20, 2001**Docket:** END920000076US1 (13997)**For:** FLEXIBLE INFRASTRUCTURE FOR
MANAGING A PROCESS (As Amended)**Dated:** July 16, 2004

OFFICIAL

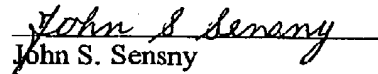
Confirmation No.: 3529Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**AMENDMENT UNDER 37 C.F.R. §1.312**

Sir:

Please amend the subject patent application as follows:

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Dated: July 16, 2004
John S. Sensny

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IN THE TITLE:

Please amend the title to read as follows:

--Flexible Infrastructure For Managing A Process--

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